

FEDERAL FISCAL YEAR 2018 MANAGEMENT EVALUATION REVIEW

Review Scope:

The State is mandated by the US Department of Agriculture (USDA), Food and Nutrition Service (FNS) to conduct Management Evaluation (ME) reviews. The ME reviews assess the county administration of the CalFresh (CF) Program. The National Target Areas for review for Federal Fiscal Year (FFY) 2018 are:

Program Access Review:

- Adequacy of Office Hours and Locations
- Availability of CalFresh Applications
- Application Filing, Screening and Interviewing Procedures
- Call/Service Center – for applicable counties
- Online Application Processing – for applicable counties
- Outreach
- Document Imaging
- Department Web-site
- Recertification Process

Timeliness of Application Processing:

- Timely Processing of CalFresh Expedited Service and 30-day Applications
- Procedures for CalFresh Denial & Termination Actions (Negative Case Reviews)
- Recertification Process (*NEC, Appointments, NOMI, and approval NOA's*)

The following is not a National Target Area, but will be reviewed for efficiency:

Payment Accuracy:

- Management and Organization
- Corrective Action Process
- Quality Control Process
- Second Party Reviews
- Training
- Best Practices

Program Improvement Response (PIR):

- Follow-up to previous years ME Review

Methodology:

- Staff Interviews (*Interviews will be conducted in groups*)
- Review of State and County Statistical Reports
- Observations of CalFresh Screening & Intake of Applicants
- Observation of Recertification Interviews
- Applicant/Participant Interviews
- Step-by-Step walk-through of the CalFresh Process and Procedures
- Random Sample of CalFresh Negative Action and Recertification Cases